

# NetSuite SuiteFoundation Exam

---

*Study Guide: June 2020*

## Contents

About the SuiteFoundation Exam .....	4
Description of a Qualified Candidate: .....	4
Maintaining Your Certification:.....	4
Recommended Training and Background:.....	5
Subject Areas and Objectives Covered by the Exam: .....	5
Study Suggestions .....	7
Setup and Administration .....	7
Identify the general functionality that can be controlled under Enable Features .....	7
Identify the general functionality of classifications/subsidiaries on both transactions and reporting.	7
Identify considerations in planning subsidiary structure.....	7
Identify the capabilities and setup of sales taxes within the NetSuite Editions and bundles. ....	7
Define the uses of these SuiteBuilder elements: Custom Forms, Custom Fields, Custom Record Types (Intro), Subtabs .....	8
NetSuite User Interface (2) .....	8
Identify the different navigation options within NetSuite.....	8
Identify options for optimizing browser experience and NetSuite system performance. ....	8
Identify user-level preferences which modify the UI experience.....	8
Identify tools for organizing daily activities, communicating and sharing documents. ....	8
Standard NS process flows (3) .....	9
Identify how to set up Sales Force Automation.....	9
Identify elements in progressing through the sales cycle. ....	9
Identify fields and settings which affect quota and forecast reporting.....	9
Identify how to set up and use Case Management. ....	9
Identify how to set up and use marketing campaigns.....	9
Identify how Sales Order form impacts downstream transactions and future GL impact.....	9
Identify impact of controls on steps in order fulfillment.....	10
Identify supported payment methods.....	10
Identify impact of controls on steps in Return Management and issuing refunds. ....	10
Identify Item Types and best uses. ....	10

Identify the impact of inventory transactions on inventory levels..... 10

Identify the functionality of advanced inventory features and potential impacts of enabling them.10

Define sales pricing strategy options..... 11

Identify how billable items, time, and expenses flow to Invoice..... 11

Identify setup of approval and routing options for purchasing..... 11

Identify controls and steps in Accounts Payable transactions processes and their GL impacts. .... 11

Identify NetSuite Site Builder webstore capabilities. .... 11

SuiteAnalytics (4) ..... 12

    Identify options for finding records. .... 12

    Define elements of building a saved search. .... 12

    Identify considerations for choosing between a custom report vs. a saved search..... 12

    Identify elements unique to Financial Report Builder Interface. .... 12

    Define the elements of Report Builder Interface. .... 12

    Identify which SuiteAnalytics features require a custom search vs. a custom report..... 12

    Define the use of the following data management tools: Inline Editing, Mass Updates, csv imports, csv export, duplicate detection, Delete All Data ..... 12

Maintenance, Resources, and Data Security ..... 13

    Identify how to locate NetSuite account number and NetSuite Support full menu routing options.13

    Identify the resources to use to locate information on help, functionality, SuiteApp, enhancements, or "Best Practices", user discussion. .... 13

    Identify resources to learn about NetSuite Release Cycles and New Features ..... 13

    Select options for controlling access to data when creating custom roles. .... 13

    Identify strategies in creating custom roles..... 13

    Identify steps and considerations when adding a user. .... 14

    Identify order of steps to remove user access..... 14

    Define user authentication functionality..... 14

    Identify ways of tracking changes to records in NetSuite. .... 14

Sample Questions ..... 15

## About the SuiteFoundation Exam

Passing this exam confirms that you have the foundational knowledge necessary to navigate around the NetSuite system and understand core NetSuite functionality. The credential awarded for passing this exam is SuiteFoundation Certified.

Conditions:

- This will be a proctored examination.
- No written or online reference materials may be used during the exam.
- 80 minutes allotted to complete approximately 66 multiple-choice and matching questions

## Description of a Qualified Candidate:

The candidate can work with the NetSuite product and has a basic understanding of the following concepts and features covered in the ERP: Fundamentals and NetSuite: Administrator Fundamentals courses:

- Features and standard modules (i.e., CRM, ERP)
- Company and user preferences
- Relationship of users, roles and permissions
- Customization options of the user interface
- Dashboards, reports, and searches
- Standard record types and how they are structured
- NetSuite product release process

## Maintaining Your Certification:

For details about retake policy and ongoing requirements to maintain your certification or examination status, see the [NS Certification Policy](#) available on the [NS Certification webpage](#).

## Recommended Training and Background:

### Recommended Training Courses:

- [ERP: Fundamentals](#) (3 days)
- [Marketing Automation Workshop](#) (1 day)
- [NetSuite: Administrator Fundamentals](#) (2 days)
- [NetSuite Certification: SuiteFoundation Exam Preparation](#) (2 days)
- [Sales Force Automation: Fundamentals](#) (2 days)
- [SuiteAnalytics: Reports and Searches](#) (2 days)
- [SuiteAnalytics: Financial Reports and Searches](#) (2 days)

### Recommended Skill Level:

Three to six months' experience administering the NetSuite application or equivalent knowledge

## Subject Areas and Objectives Covered by the Exam:

Below is a detailed list of test topics:

Subject	Objective
<b>Setup and Administration (1)</b>	Identify the general functionality that can be controlled under Enable Features
	Identify the general functionality of classifications/subsidiaries on both transactions and reporting.
	Identify considerations in planning subsidiary structure.
	Identify the capabilities and setup of sales taxes within the NetSuite Editions and bundles.
	Define the uses of these SuiteBuilder elements: Custom Forms, Custom Fields, Custom Record Types (Intro), Subtabs.
<b>NetSuite User Interface (2)</b>	Identify the different navigation options within NetSuite.
	Identify options for optimizing browser experience and NetSuite system performance.
	Identify user-level preferences which modify the UI experience.
	Identify tools for organizing daily activities, communicating and sharing documents.
<b>Standard NS process flows (3)</b>	Identify how to set up Sales Force Automation.
	Identify elements in progressing through the sales cycle.
	Identify fields and settings which affect quota and forecast reporting.
	Identify how to set up and use Case Management.
	Identify how to set up and use marketing campaigns.
	Identify how Sales Order form impacts downstream transactions and future GL impact.
	Identify impact of controls on steps in order fulfillment.
	Identify supported payment methods
Identify how Return Authorization form impacts downstream transactions and future GL impact.	

<b>Standard NS process flows (3)</b>	Identify impact of controls on steps in Return Management and issuing refunds.
	Identify Item Types and best uses.
	Identify the impact of inventory transactions on inventory levels.
	Identify the functionality of advanced inventory features and potential impacts of enabling them.
	Define sales pricing strategy options.
	Identify how billable items, time, and expenses flow to Invoice.
	Identify setup of approval and routing options for purchasing.
	Identify controls and steps in Accounts Payable transactions processes and their GL impacts.
<b>SuiteAnalytics (4)</b>	Identify NetSuite Site Builder webstore capabilities.
	Identify options for finding records.
	Define elements of building a saved search.
	Identify considerations for choosing between a custom report vs. a saved search.
	Identify elements unique to Financial Report Builder Interface.
	Define the elements of Report Builder Interface.
<b>Maintenance, Resources, and Data Security (5)</b>	Identify which SuiteAnalytics features require a custom search vs. a custom report
	Define the use of the following data management tools: Inline Editing, Mass Updates, csv imports, csv export, duplicate detection, Delete All Data
	Identify how to locate NetSuite account number and NetSuite Support full menu routing options .
	Identify the resources to use to locate information on help, functionality, SuiteApp, enhancements, or "Best Practices", user discussion.
	Identify resources to learn about NetSuite Release Cycles and New Features
	Select options for controlling access to data when creating custom roles.
	Identify strategies in creating custom roles.
	Identify steps and considerations when adding a user.
<b>Maintenance, Resources, and Data Security (5)</b>	Identify order of steps to remove user access.
	Define user authentication functionality
	Identify ways of tracking changes to records in NetSuite.

## Study Suggestions

### Setup and Administration

#### Identify the general functionality that can be controlled under Enable Features

**How to Study:** Review functionality that is turned on under Enable Features. Understand the impact of turning each feature on or off. Do not worry about which subtab specifically. Contrast Enable Features | General Preferences | Home > Set Preferences | Accounting Preferences.

**Courses addressing this topic:** ERP: Fundamentals, NetSuite Certification: SuiteFoundation Exam Preparation

#### Identify the general functionality of classifications/subsidiaries on both transactions and reporting.

**How to Study:** Search SuiteAnswers keywords: Departments, Classes, Locations, Subsidiaries, Accounts. SuiteAnswers Topics: Restricting Access to Records by Department. Considerations to think about: What is unique about the D|C|L functions for reporting, and how do they work with NetSuite standard functions like: reports, searches, budgets, roles/permission, commissions. How do they work with each other?

**Courses addressing this topic:** ERP: Fundamentals, NetSuite Certification: SuiteFoundation Exam Preparation

#### Identify considerations in planning subsidiary structure.

**How to Study:** What are the types of subsidiaries available in NetSuite? Should you design it on paper first, or just build in NetSuite? Can you change the top-level parent subsidiary? If so, how? How/when can you delete subsidiaries?

**Courses addressing this topic:** ERP: Fundamentals, NetSuite Certification: SuiteFoundation Exam Preparation

#### Identify the capabilities and setup of sales taxes within the NetSuite Editions and bundles.

**How to Study:** Look at the 5 country editions and understand differences: US, CA, AU, UK, XX. How does US Sales Tax setup work? How does Advanced Taxes work?

**Courses addressing this topic:** ERP: Fundamentals, Administrator Fundamentals, NetSuite Certification: SuiteFoundation Exam Preparation

### Define the uses of these SuiteBuilder elements: Custom Forms, Custom Fields, Custom Record Types (Intro), Subtabs.

**How to Study:** Review steps to create Custom Forms, Custom Fields, Custom Record Types (Intro), Subtabs.

**Courses addressing this topic:** ERP: Fundamentals, NetSuite: Administrator Fundamentals, NetSuite Certification: SuiteFoundation Exam Preparation

## NetSuite User Interface (2)

### Identify the different navigation options within NetSuite.

**How to Study:** Understand how NetSuite Roles and Centers affect the top-level tab navigation in NetSuite. Know these navigation tools within NetSuite: Shortcuts | Recent Records | Centers | Portlets | Global Search | Quick Search

**Courses addressing this topic:** ERP: Fundamentals, NetSuite: Administrator Fundamentals, NetSuite Certification: SuiteFoundation Exam Preparation

### Identify options for optimizing browser experience and NetSuite system performance.

**How to Study:** SuiteAnswers Topics: Identifying Performance Issues; Improving Server Performance; Improving Client Performance; Using a Trace Route to Troubleshoot Performance Issues; Adjusting Browser Settings

**Courses addressing this topic:** ERP: Fundamentals, NetSuite: Administrator Fundamentals, NetSuite Certification: SuiteFoundation Exam Preparation

### Identify user-level preferences which modify the UI experience.

**How to Study:** SuiteAnswers Topics: Enabling the Show Internal IDs Preference; Setting Preferences for Appearance; Improving Server Performance; Using Popup and Dropdown Lists

**Courses addressing this topic:** NetSuite Certification: SuiteFoundation Exam Preparation

### Identify tools for organizing daily activities, communicating and sharing documents.

**How to Study:** Know these features: Events, Tasks, Email, File Cabinet. Review options under Home > Set Preferences > Activities. SuiteAnswers Topics: Sending Email from NetSuite (and linked topics); Sending Email from Records

**Courses addressing this topic:** ERP: Fundamentals, NetSuite: Administrator Fundamentals



## Standard NS process flows (3)

### Identify how to set up Sales Force Automation.

**How to Study:** Know how to set up these features: Lead routing through Sales Territories assigned to Sales Reps, online customer form, Customer type (Individual vs. Company), Contact Records. Know settings available under CRM Lists.

**Courses addressing this topic:** Sales Force Automation: Fundamentals

### Identify elements in progressing through the sales cycle.

**How to Study:** Know how Lead Conversion works. Understand how Sales Preferences interact with Lead | Prospect | Customer records, and Sales Transactions.

**Courses addressing this topic:** Sales Force Automation: Fundamentals

### Identify fields and settings which affect quota and forecast reporting.

**How to Study:** Recognize fields on the Quote/Estimate record. Know what settings under Sales Preferences affect Forecasts. Understand how Quotas are set and assigned, and how Forecasts can be edited or overwritten.

**Courses addressing this topic:** Sales Force Automation: Fundamentals

### Identify how to set up and use Case Management.

**How to Study:** Understand how these Support features are set up and used: Case routing, case forms setup, online case form, customer center

**LCS Pass Course addressing this topic:** *Call to Resolution (Case Management)*

### Identify how to set up and use marketing campaigns.

**How to Study:** Understand how Marketing Campaigns are set up and tracked in NetSuite, including these components: Groups | Promotions | Promo Codes | Email or Marketing Templates | Campaign Metrics | Lead Nurturing.

**Courses addressing this topic:** Marketing Automation Workshop, NetSuite Certification: SuiteFoundation Exam Preparation

### Identify how Sales Order form impacts downstream transactions and future GL impact.

**How to Study:** SuiteAnswers Topics: Entering a Sales Order; Creating Invoices or Cash Sales from Sales Orders; The Standard Sales Order Form; Understanding Sales Transaction G/L Impact

**Courses addressing this topic:** ERP: Fundamentals, NetSuite Certification: SuiteFoundation Exam Preparation

### Identify impact of controls on steps in order fulfillment.

**How to Study:** Understand how these features work: fulfill, pick/pack/ship, accounting preferences around fulfillment, advanced shipping, drop-ship, special order, invoice in advance of fulfillment

**Courses addressing this topic:** ERP: Fundamentals, NetSuite Certification: SuiteFoundation Exam Preparation

### Identify supported payment methods

**How to Study:** SuiteAnswers keywords: EFT, ACH, PayPal, Customer Payments, Credit Card Processing, Merchant Accounts, Electronic Payments

**Courses addressing this topic:** NetSuite Certification: SuiteFoundation Exam Preparation

### Identify impact of controls on steps in Return Management and issuing refunds.

**How to Study:** SuiteAnswers topics: Customer Returns Process (and related topics within); Customer Return Management Workflow; Preferences for Customer Returns; Refunding a Cash Sale; Apply Credit Memo to a Cash Sale; Receiving a Customer Return

**Courses addressing this topic:** NetSuite Certification: SuiteFoundation Exam Preparation

### Identify Item Types and best uses.

**How to Study:** SuiteAnswers--know all the Item Types and the differences between them (how are they configured, how are they tracked for inventory, costing, G/L, Sales?) : Inventory, Non-Inventory, Service, Group, Kit/Package, Assembly, Matrix Item, Serialized, Lot-Numbered NOT ON EXAM: Lot numbered; Units of Measure; Manufacturing

**Courses addressing this topic:** ERP: Fundamentals, NetSuite Certification: SuiteFoundation Exam Preparation

### Identify the impact of inventory transactions on inventory levels.

**How to Study:** Know how all the transactions from Estimate to Invoice to Return can impact Inventory counts. NOT ON EXAM: Standard costing, Cost variance.

**Courses addressing this topic:** NetSuite Certification: SuiteFoundation Exam Preparation

### Identify the functionality of advanced inventory features and potential impacts of enabling them.

**How to Study:** This only goes as far as Units of Measure, Multi-Location Inventory, Bins, Assemblies, Kits, Packages. NOT ON EXAM: Demand Planning or Manufacturing.

**Courses addressing this topic:** NetSuite Certification: SuiteFoundation Exam Preparation

**Define sales pricing strategy options.**

**How to Study:** Understand these features: Quantity Pricing, Price Levels, Pricing Groups, Pricing Schedules, Multi-currency pricing, Customer-specific Pricing.

**Courses addressing this topic:** NetSuite Certification: SuiteFoundation Exam Preparation

**Identify how billable items, time, and expenses flow to Invoice.**

**How to Study:** SuiteAnswers Topics: Billing Expenses to Customers, Understanding Time Tracking

**Courses addressing this topic:** N/A

**Identify setup of approval and routing options for purchasing.**

**How to Study:** Look at the standard out of the box approval process for Purchase Requests. What are the controls? How does NetSuite determine when approval is required, and who can approve a Purchase Request? NOT ON EXAM: Purchase Requisitions and Custom Approval Routing

**Courses addressing this topic:** ERP: Fundamentals, NetSuite Certification: SuiteFoundation Exam Preparation

**Identify controls and steps in Accounts Payable transactions processes and their GL impacts.**

**How to Study:** Understand how "Advanced Receiving" feature changes the Accounts Payable workflow. Understand which transactions impact accounting. Identify impact of changing price on Vendor Bill, after Items have been received. NOT ON EXAM: Blanket PO, 3-way match feature

**Courses addressing this topic:** ERP: Fundamentals, NetSuite Certification: SuiteFoundation Exam Preparation

**Identify NetSuite Site Builder webstore capabilities.**

**How to Study:** High level capability (templates, custom templates, html hosting), and where audience is controlled in website setup. Know what WSDK is, not how to set that up. Understand how shopping cart and checkout features work with the various ways of setting up website. NOT ON EXAM: SuiteCommerce Advanced features.

**Courses addressing this topic:** ERP: Fundamentals, NetSuite Certification: SuiteFoundation Exam Preparation

## SuiteAnalytics (4)

### Identify options for finding records.

**How to Study:** SuiteAnswers keywords: Global Search, Reports, Lists

**Courses addressing this topic:** ERP: Fundamentals, SuiteAnalytics: Financial Reports & Searches

### Define elements of building a saved search.

**How to Study:** Understand these elements of a custom saved search: criteria, results, available filters, audience, highlighting, formula. Know how these Home > Set preferences settings change the way Saved Searches behave: Show Inactives, Show List when only 1 result, main line for transactions NOT ON EXAM: summary types, SQL, joins, html,

**Courses addressing this topic:** SuiteAnalytics: Reports & Searches, SuiteAnalytics: Financial Reports & Searches

### Identify considerations for choosing between a custom report vs. a saved search.

**How to Study:** Study the differences between Custom Reports (what can you do vs. what can't you do in each tool?).

**Courses addressing this topic:** SuiteAnalytics: Reports & Searches, SuiteAnalytics: Financial Reports & Searches

### Identify elements unique to Financial Report Builder Interface.

**How to Study:** Know how to customize a NetSuite Financial Layout

**Courses addressing this topic:** SuiteAnalytics: Financial Reports & Searches

### Define the elements of Report Builder Interface.

**How to Study:** Know how to customize a NetSuite standard report, and how to build a New Report

**Courses addressing this topic:** SuiteAnalytics: Reports & Searches

### Identify which SuiteAnalytics features require a custom search vs. a custom report

**How to Study:** Study the differences between Custom Reports (what can you do vs. what can't you do in each tool?).

**Courses addressing this topic:** SuiteAnalytics: Reports & Searches

### Define the use of the following data management tools: Inline Editing, Mass Updates, csv imports, csv export, duplicate detection, Delete All Data

**How to Study:** Research each of these keywords in SuiteAnswers

**Courses addressing this topic:** NetSuite: Administrator Fundamentals, NetSuite Certification: SuiteFoundation Exam Preparation

## Maintenance, Resources, and Data Security

### Identify how to locate NetSuite account number and NetSuite Support full menu routing options.

**How to Study:** SuiteAnswers topic: Check the NetSuite Account number and environment that you're logged in.; Support Phone Menu Routing Options

**Courses addressing this topic:** NetSuite Certification: SuiteFoundation Exam Prep

### Identify the resources to use to locate information on help, functionality, SuiteApp, enhancements, or "Best Practices", user discussion.

**How to Study:** Know these resources: SuiteAnswers, Learning Center, Help User Guides, User Group, status.netsuite.com, Suiteapp.com, SuiteIdeas (Enhancement Center). SuiteAnswers keywords: SuiteApps; SuiteIdeas, Best Practices, User Group. SuiteAnswers Topics: Tips for Effective Global Searches;

**Courses addressing this topic:** NetSuite Certification: SuiteFoundation Exam Prep

### Identify resources to learn about NetSuite Release Cycles and New Features

**How to Study:** SuiteAnswers Topics: Release Preview Notifications; More New Release Resources; Preparing for Testing

**Courses addressing this topic:** ERP: Fundamentals, NetSuite: Administrator Fundamentals, NetSuite Certification: SuiteFoundation Exam Preparation

### Select options for controlling access to data when creating custom roles.

**How to Study:** SuiteAnswers keywords: data access by role, Restrict CSV import and export permissions, and Delete All Data. SuiteAnswers topic: Best Practices for NetSuite Administrators (Intermediate) - SuiteWorld 2012

**Courses addressing this topic:** NetSuite: Administrator Fundamentals, NetSuite Certification: SuiteFoundation Exam Preparation

### Identify strategies in creating custom roles.

**How to Study:** How do you control access to sensitive data when constructing custom roles? Which permissions are especially sensitive? Is it better to create custom roles or use standard out-of-the-box roles? How do you test this control? SuiteAnswers topic: Best Practices for NetSuite Administrators (Intermediate) - SuiteWorld 2012

**Courses addressing this topic:** NetSuite: Administrator Fundamentals, NetSuite Certification: SuiteFoundation Exam Preparation

### Identify steps and considerations when adding a user.

**How to Study:** SuiteAnswers keywords: Roles and Permissions, Global Permissions. SuiteAnswers topic: Managing NetSuite Users

**Courses addressing this topic:** NetSuite: Administrator Fundamentals, NetSuite Certification: SuiteFoundation Exam Preparation

### Identify order of steps to remove user access.

**How to Study:** Would you do this before or after notifying the user of the lost access? SuiteAnswers topic: Best Practices for NetSuite Administrators (Intermediate) - SuiteWorld 2012

**Courses addressing this topic:** NetSuite: Administrator Fundamentals, NetSuite Certification: SuiteFoundation Exam Preparation

### Define user authentication functionality

**How to Study:** SuiteAnswers Topics: Updating Security Questions; Getting Access When You Forget Your Password; Two-Factor Authentication

**Courses addressing this topic:** NetSuite: Administrator Fundamentals, NetSuite Certification: SuiteFoundation Exam Preparation

### Identify ways of tracking changes to records in NetSuite.

**How to Study:** There are several different ways to track changes besides System Notes. Think about the major record types in NetSuite, and how you would track any changes that might have been made in the system. What audit functions exist? What happens if the change made impacts the General Ledger? What happens to the history of a field if the field type is changed?

**Courses addressing this topic:** NetSuite Certification: SuiteFoundation Exam Preparation

## Sample Questions

**1. Which action can be taken to optimize NetSuite's performance in a browser?**

- a. Resize dashboard portlets.
- b. Use of multiple browser tabs.
- c. Use the smallest portlet level refresh.
- d. Maximize the use of dashboard reports and searches.

Correct answer: C

**2. What is the impact of enabling the Advanced Shipping feature?**

- a. Multi-step fulfillment is enabled.
- b. Fulfillment is separated from invoicing.
- c. Drop Ship functionality is automated.
- d. Printing of Integrated shipping labels is available.
- e. Shipping to separate addresses per transaction line is supported.

Correct answer: B